

## CIO COUNCIL MEETING MINUTES

January 25, 2006  
Albert Coates Building

Attendees: Bob Brinson (Correction), Larry Brewer (Insurance), Jane Price (Agriculture), Lee Mandell (NCLM), Mark Hughes (DENR), Karen Tomczak (DHHS), Paul Saksa (State Auditor), David Nicolaysen (CCPS), Julie Batchelor (OSC), Ben McLawhorn (OSC), Mark Paxton (DOT), Larry Dix (DJJDP), Joanne Wise (Ciber), Tanya Stauffer (Analysts International), Jim Dolan (OSBM), Jonathan Womer (OSBM), Keith Werner (Gartner), Scott Wiltsey (Microsoft), Ed Pratt (HCS Systems), Chris Spencer (Oracle), Tom Runkle (ITS), Smitty Locklear (DOA), Robin Murray (AOC), Wendy Kuhn (ITS), Michael Guilford (OAH), Jae Kim (DCR), Nancy Lowe (DOJ), Lowell Magee (OSC), Robert Powell (OSC), and Randy Barnes (DOR).

Chairman Randy Barnes convened the meeting at 10:03 AM.

The minutes from the December 2005 CIOC meeting were approved as written.

Randy Barnes introduced State Controller Robert Powell and SBIP Program Director Lowell Magee. Controller Powell began by discussing the work his office had done in involving the various stakeholders of the SBIP Project, noting that the agency CIO's will be critical to the project success. He then gave a status report. He said that the State had purchased the SAP product, and were in the final steps of selecting an implementation firm from five firms which had made proposals. The goal was to have a signed contract by mid-February. He said that Lowell Magee is the overall SBIP Program Director, Andrew Koenigsberg is the deputy, and the Technical Project Lead is Martin Geres. He said that knowledge transfer will be an important aspect of the project. He also said there will be a shared service center geared to Payroll.

Controller Powell then talked about the overall project timeframe. He said that to accomplish this timeframe, the State is focusing on the SAP project without customization. He asked the CIO's to engage in early discussions of any areas they identified which involved potential customization issues. After the current Project Preparation phase, the next phase, Project Blueprint, is expected to be complete by June 30<sup>th</sup>. The State has committed to the General Assembly that the overall implementation will take 24 months, with the system becoming operational in January 2008. At this point, Powell paused for questions.

Randy Barnes asked what would be the initial impact on agencies. Lowell Magee said that the pilot project would involve about 5000 employees, and that subsequent phases would add groups of employees about 29,000 people at a time. Barnes asked about other agency involvement in advance of implementation. Magee said that they are using a method recommended by SAP, and that there would be a kick-off meeting in late March, as well as agency representation in the blueprinting phase. They are also working on training classes.

Smitty Locklear asked about using this as an opportunity to change business processes. Robert Powell agreed that this was important, and that there would be a significant change management effort. Lee Mandell asked for clarification on the timeline. Powell said that it ran from January 2006 until December 2007, although they are considering a proposal to slip that by 90 days. Barnes asked if OSC would maintain technical ownership of the system; Powell said that they would, in coordination with ITS. Mandell noted that with minimum customization, why was there such a long period between blueprinting and implementation? Magee mentioned activities such as data conversion, interfaces and testing. Powell concluded by again stressing the importance of the agency CIO's in this critical project.

Randy Barnes then moved on to several administrative matters, including plans to update the CIO list and update minutes on the website. She also said that she would be relaying a question from Secretary Tolson about the views of the group on having a single CIO for each agency.

Next on the agenda was Tom Runkle of ITS, speaking on Portfolio Management. He said that he had recently made a status report to the ITAB. The objective of the effort is cultural change rather than technical. Agencies must want to do better planning and budgeting of IT, making the right decisions about what projects move forward. The responsibility is shared by the State CIO, the agency head, and the agency CIO. He said that project management using the tool is in production, and that we are at a beginning of using the tool for application management and investment management. The beta agencies are DENR and DPI. He said that the use of the tool for application management would be similar to its use for project management, but without the approvals and workflow. Randy Barnes asked if the information was going to OSBM and ITS, or just within the agency; Runkle responded that it was for agency benefit. Lee Mandell asked if this tool would serve as the repository. Runkle said it would. Karen Tomczak asked if this tool would be used to meet the various inventory requests. Runkle said it would, and Julie Batchelor noted that OSC will use this to make their statewide reports.

Tom Runkle then noted that there would be minimal changes in the expansion budget process this time. Randy Barnes asked how to put new positions, not attached to a project, in the tool. Runkle said the tool will accommodate this. Nancy Lowe asked for some way to track projects in the approval process; Runkle made a note of the need for such a report. Lowe also noted the need for a term other than "reject" when the real process is simply "need more information." Barnes mentioned that there is a problem with budget versus actual; the tool resets automatically when it should not. Karen Tomczak mentioned several instances of projects going from green to yellow, when the delay was in the ITS approval process. She asked for more clarity in the report. Mark Paxton mentioned that he is involved in some multiple-agency projects, and needs to be able to view the project, but cannot. Runkle took notes on these various issues.

Then Randy Barnes recognized Wendy Kuhn to speak about IWISE. Kuhn said that IWISE has been implemented. It is an ITIL-compliant tool and service offering. The tool

is the product of a local firm, and is also available to agencies on a cost-per-ticket basis. ITS is in the process of introducing a web version, to be available in February. Barnes mentioned the cost of \$.93 per ticket. Nancy Lowe asked if the cost would decrease; Kuhn said that was unknown for now. Lowe asked if there were any thoughts of using the Enterprise Fund. Kuhn said that she was discussing this with DCIO Willis. Jim Dolan asked about benchmarks. Kuhn said that they are looking at a service offering. Smitty Locklear asked about the timetable for making a request. Kuhn said this was not available yet. Kuhn encouraged the CIO's to go to the ITS website and look at the new Service Catalog. She also noted that they are launching a refresh of the State Portal in March.

Nancy Lowe then reported on the Training Committee. She said that the Committee will approach the TPG to see if Enterprise Funds would be available for some of the common (Tier 1) training needs. She will work with ITS to get volume discounts on the Tier 2 list. Wendy Kuhn asked if this would be similar to the type of arrangement ITS has on ITIL training? Lowe said it would. Smitty Locklear asked if there would be any way to gear training to the State Technical Architecture. Lowe said yes. Lowe said the CIO's have another few weeks for comments before the Committee approaches the TPG. Jae Kim asked about timeframe for the training; Randy Barnes said it would probably be several months, due to logistics. Locklear asked for interest in a .NET user group, and several members indicated their interest.

The CIOC then discussed scarce skills. OSP (Don Nattress) is reviewing the list, as is Ann Garrett. Nancy Lowe asked for a roll call on banding progress. She asked if most agencies had adopted ITS competencies, and several CIO's reported making changes. Mark Hughes noted that it will be important to maintain some consistency across agencies. Lowe asked if agencies had done job descriptions, and Mark Paxton followed by asking how many had had their descriptions approved by OSP? Randy Barnes said she had approval on Revenue's.

Randy Barnes adjourned the meeting at 11:55.